

**FY 09 Wait Time In Line Scores and Averages  
(National and Area)**

	<b>FY 09 Goal</b>	<b>Average WTIL (*)</b>	<b>Average Score (**)</b>
NATIONAL	88.00%	3:05	83.76%
CAPITAL METRO		2:53	86.05%
EASTERN		2:32	88.05%
GREAT LAKES		2:27	88.14%
NORTHEAST		3:16	82.51%
PACIFIC		3:16	82.26%
SOUTHEAST		3:24	81.56%
SOUTHWEST		3:34	80.03%
WESTERN		3:15	82.09%

FOOTNOTE:

\* This is the average wait time, across all shops. Shopper begins clock once they enter the queue line and stops when they are called by the clerk to the window.

\*\* The average score for wait time is the percentage of the time the shoppers were served in 5 minutes or less as per our target.

NOTE:

The Mystery Shop program is used to measure wait time in line in FY 2009. There are 8,725 Mystery shop offices that were shopped approximately twice per Quarter, or a Total of 64,972 shops in FY 2009.

**FY 09 Wait Time In Line Averages and Scores  
By Area and District**

<b>Area</b>	<b>District</b>	<b>Average WTIL</b>	<b>Average Score</b>
CAPITAL METRO	MID-CAROLINAS	2:20	90.21%
	GREENSBORO	2:30	89.94%
	GREATER SC	2:44	87.52%
	NORTHERN VIRGINIA	2:52	85.23%
	BALTIMORE	3:02	83.49%
	CAPITAL	3:16	82.98%
	RICHMOND	3:33	81.88%
	EASTERN	CENTRAL PENNSYLVANIA	1:55
APPALACHIAN		2:14	91.01%
WESTERN PENNSYLVANIA		2:14	90.20%
KENTUCKIANA		2:25	88.62%
SOUTH JERSEY		2:29	88.19%
PHILADELPHIA METRO		2:36	87.89%
NORTHERN OHIO		2:37	87.30%
WESTERN NEW YORK		2:52	86.24%
CINCINNATI		2:54	84.72%
COLUMBUS		3:36	79.76%
GREAT LAKES	LAKELAND	1:58	93.04%
	GREATER MICHIGAN	1:53	92.95%
	CENTRAL ILLINOIS	2:19	89.41%
	GREATER INDIANA	2:16	89.29%
	SOUTHEAST MICHIGAN	2:25	88.14%
	GATEWAY	2:18	87.86%
	NORTHERN ILLINOIS	2:52	85.07%
	DETROIT	2:47	84.20%
	CHICAGO	4:35	73.65%
	NORTHEAST	NORTHERN NEW ENGLAND	1:41
GREATER BOSTON		2:02	90.78%
SE NEW ENGLAND		2:11	90.72%
ALBANY		2:18	90.27%
CONNECTICUT VALLEY		2:17	89.59%
LONG ISLAND		2:07	89.35%
WESTCHESTER		2:40	87.41%
NORTHERN NJ		3:09	82.21%
NEW YORK		6:22	62.08%
TRIBORO		6:32	59.65%
PACIFIC	CARIBBEAN	6:58	56.24%
	HONOLULU	2:35	88.75%
	SAN FRANCISCO	2:45	86.39%
	SACRAMENTO	3:08	85.07%
	BAY-VALLEY	3:10	83.56%
	SANTA ANA	3:04	82.73%
	SAN DIEGO	3:37	80.00%
	LOS ANGELES	3:37	78.64%
SIERRA COASTAL	3:39	78.58%	
SOUTHEAST	MISSISSIPPI	2:34	88.14%
	SOUTH GEORGIA	2:40	87.58%
	ALABAMA	2:49	87.40%
	TENNESSEE	2:40	86.61%
	NORTH FLORIDA	2:52	86.13%
	SUNCOAST	3:31	80.07%
	ATLANTA	3:54	77.24%

## FY 09 Wait Time In Line Averages and Scores By Area and District

Area	District	Average WTIL	Average Score
	SOUTH FLORIDA	5:09	68.15%
SOUTHWEST	ARKANSAS	2:19	89.47%
	OKLAHOMA	2:37	86.50%
	FORT WORTH	3:14	83.56%
	LOUISIANA	3:21	81.02%
	DALLAS	3:27	79.93%
	RIO GRANDE	3:43	79.15%
	ALBUQUERQUE	4:08	78.58%
	HOUSTON	5:11	67.09%
WESTERN	NORTHLAND	1:51	93.00%
	HAWKEYE	1:57	92.43%
	BIG SKY	2:21	89.00%
	CENTRAL PLAINS	2:32	88.05%
	DAKOTAS	2:35	85.63%
	MID-AMERICA	3:01	83.61%
	PORTLAND	3:13	82.55%
	SALT LAKE CITY	3:20	81.50%
	COLO./WYOMING	3:27	80.88%
	SEATTLE	3:52	76.75%
	NEVADA-SIERRA	4:43	71.78%
	ARIZONA	4:56	68.76%
	ALASKA	5:56	61.65%

The New York Metro (NYM) area was dissolved in FY 09. Districts from this area have been absorbed by either the Northeast (NE) or the Eastern (EA) area. This report reflects the FY 10 configuration of districts to areas. Accordingly, WTIL scores for districts of the former NYM area are listed under their new areas and reflected in the respective NE and EA area aggregate scores.